

# **Frequently Asked Questions (FAQs)**

## **Homeowners' FAQs**

### **1. How do I make my HOA payment?**

- **Pay online** with your checking account here: [Online Payments](#)  
**PLEASE NOTE:** Management ID is 2314, Association ID is located at the top of your Association's webpage and your account number at CPMG is located on your payment coupon.
- **With the online payments**, can I setup recurring payments?  
Yes, recurring payments can be set up with a login that is created and managed by the homeowner. A onetime payment option is also available.
- **Mail** your payment to:  
P.O. Box 52942  
Phoenix, AZ 85072-2942
- **Hand deliver** your payment to:  
2620 S. Parker Rd. Ste. 105  
Aurora, CO 80014
- **Sign up** for automatic payment by emailing your request to [ar@withcpmg.com](mailto:ar@withcpmg.com) to provide the form for your HOA to be completed.

### **2. What are your office hours?**

- Monday-Friday 9:00 am to 6:00 pm
- Closed between 12:00 to 1:00 every day.

### **3. How do I submit an address change?**

- Fill out the online form here: [Homeowner Information Change Form](#)

### **4. How do I report a violation?**

- Fill out the online form here: [Covenant Violation Reporting Form](#)

### **5. Where do I find out additional information specific to my HOA?**

- Click the link for your HOA located to the right column of the [CPMG Website](#).

## **Real Estate Agents, Mortgage Brokers, Appraisers and Title Companies FAQs**

### **1. How do I order a Status Letter, Questionnaire or Condominium Certification and what are the associated fees?**

- Go to [www.homewisedocs.com](http://www.homewisedocs.com) and place your order!
- Breakdown of fees included on following page